

EXHIBIT A

Message Center Summary  
November 21, 2001

November 21, 2001  
!! Suspension of Express Mail to ZIP  
Codes 202-205  
Suspension of Express Mail Service to  
Washington, D.C., Federal Government  
Agencies (ZIP Codes 202 .00 205).  
Express Mail Service has been  
temporarily suspended to federal  
government agencies in Washington,  
D.C. (ZIP Codes 202 through 205), due  
to current operating conditions and  
government security measures. The  
suspension applies to all retail  
units, including contract units.  
This service suspension cannot be  
enforced through the POS ONE system,  
so retail personnel must be alert  
when handling mail addressed to ZIP  
Codes 202 .00 205. Advise your  
customers to use First-Class Mail for  
articles sent to the affected ZIP  
Codes. You will be notified when  
Express Mail Service is restored to  
federal agencies in Washington, D.C.  
IBM Message 00100-011121

November 21, 2001  
!! Adjusted Express Mail Commitments  
for Nov. 21  
REMINDER: On Wednesday, November 21,  
POS ONE will display regular weekday  
commitments for Express Mail. Due to  
limited transportation availability,  
the weekend service commitment should  
be used instead. Refer to IBM Flash  
35 / NCR Flash 29 (dated November 16)  
for detailed instructions.  
IBM Message 00101-011121

November 20, 2001  
!! Adjusted Express Mail Commitments  
for Nov. 21  
On Wednesday, November 21, POS ONE  
will display regular weekday  
commitments for Express Mail. Due to  
limited transportation availability,  
the weekend service commitment should  
be used instead. In many cases the  
commitment displayed by POS ONE will  
not be realistic and will require  
adjustment. If POS ONE indicates a  
two-day service commitment, no  
adjustment is necessary. See the  
EXPANDED TEXT for more information.  
IBM Message 00099-011120